



# **Office of Injured Employee Counsel Compact with Texans**

# Office of Injured Employee Counsel (OIEC) Compact with Texans

## What is a Compact with Texans?

The compact with Texans is OIEC's "contract" with the citizens of Texas. The compact sets out the principles and standards we follow in delivering the best possible services we can to our customers. It defines the ways we will fulfill our statutory mandate to represent the interests of injured employees in the workers' compensation system. It also provides information regarding the services we offer and how you can access them.

## Customer Service Principles

OIEC exists to assist, educate, and advocate on behalf of all injured employees in Texas. To do this well, we must adhere to the following service principles:

- We will respond to your inquiries as quickly as possible.
- We will treat you fairly with courtesy and respect.
- We will demonstrate the strongest ethical and professional practices.
- We will seek your input and feedback on our services and processes.
- We will follow through on our commitments.
- We will work as efficiently as possible.
- We will give you accurate, consistent and clear information; and
- We will treat your case with confidentiality to the fullest extent the law permits.

## Agency-wide Customer Service Standards

- We will acknowledge your written or verbal inquiry, complaint or correspondence as soon as possible, but in most cases within 2 business days (16 business hours) after we receive it.
- We will respond to requests for public information in accordance with the processes and time frames set out in the Texas Public Information Act. Information that is clearly open to the public will be provided as soon as reasonably possible and without delay.
- We will give complainants a written response within 30 business days from the date we receive your complaint.

## Contacting the Office of Injured Employee Counsel (OIEC)

### Physical location of state office headquarters:

7551 Metro Center Drive, Suite 100  
Austin, Texas 78744

### Field offices:

OIEC has 23 field offices located across the State. These offices are located within the field offices of the Texas Department of Insurance, Division of Workers' Compensation. You may search for a local office based on your zip code at [www.tdi.state.tx.us/wc/fieldoffices/index.html](http://www.tdi.state.tx.us/wc/fieldoffices/index.html).



Physical locations of the 23 offices are listed at [www.tdi.state.tx.us/wc/dwcccontacts.html#offices](http://www.tdi.state.tx.us/wc/dwcccontacts.html#offices).

**Mail correspondence to:**

7551 Metro Center Drive, Suite 100, MS-50  
Austin, Texas 78744

**Fax correspondence to:**

512-804-4181

**Services for hearing or speech-impaired individuals:**

Persons with a hearing or speech impairment using TDD or TTY technology may call Relay Texas at 1-800-735-2989 for assistance. Be sure to have the telephone number at OIEC that you are calling available so Relay Texas may assist you in calling that number.

**E-mail:** General inquiries may be sent to [OIECInbox@oiec.state.tx.us](mailto:OIECInbox@oiec.state.tx.us)

**Web site:** [www.oiec.state.tx.us](http://www.oiec.state.tx.us)

## Filing a Complaint

To file a complaint regarding OIEC's policies, procedures, or personnel, please mail, e-mail, or fax your complaint letter or completed [complaint form](#) along with all documentation to:

Attn: Customer Complaint Coordinator  
7551 Metro Center Boulevard, MS 50  
Austin, TX 78744

Email: [OIECComplaints@oiec.state.tx.us](mailto:OIECComplaints@oiec.state.tx.us)

Phone: 512-804-4170

FAX: 512-804-4181

OIEC pledges to acknowledge your complaint within two (2) business days and provide a response to a complaint within 30 business days from the date the complaint is received. This allows for a thorough review and investigation of the matter.

OIEC is not the agency charged with regulating the worker's compensation system; however, OIEC can put you in contact with the appropriate agency to receive and consider any complaint you have about a participant in the workers' compensation system.

## Services Offered

The Office of Injured Employee Counsel (OIEC) represents the interests of injured employees in the workers' compensation system. The primary services offered by OIEC are listed below:

### Advocating for Injured Employees

OIEC advocates for injured employees as a class in order to protect the rights of all injured employees in Texas. OIEC advocates during official proceedings such as the Texas Department of Insurance's rulemaking processes. OIEC also monitors the performance and operation of the workers' compensation system with a focus on the system's effect on the return to work of injured employees.



## Providing Education and Referral

OIEC provides injured employees with educational materials and provides referrals to appropriate local, state and federal agencies. For example:

- OIEC assists injured employees with contacting appropriate licensing boards to file complaints
- OIEC refers injured employees for financial assistance, rehabilitation, work placement programs, and other appropriate social services
- OIEC maintains an Injured Employee Home Page in English and Spanish on its website at [www.oiec.state.tx.us/resources/ieHomePageEnglish.html](http://www.oiec.state.tx.us/resources/ieHomePageEnglish.html). The information at this website is intended to provide a one-stop source of information that can help injured employees throughout the workers' compensation claim process. Information on the website includes, but is not limited to:
  - Injured Employee Rights and Responsibilities in English, Spanish, Chinese, Korean and Vietnamese
  - An Access Plan for Spanish speakers
  - Workers' Compensation Fact Sheets on various topics
- OIEC provides public speaking services. These services can be requested by sending an e-mail request to [OIECInbox@oiec.state.tx.us](mailto:OIECInbox@oiec.state.tx.us).

## Providing Ombudsman Services

Ombudsmen are specially trained employees who, at no charge, assist injured employees with disputes in the workers' compensation system including administrative disputes and the resolution of complaints pending at the Texas Department of Insurance. Ombudsmen assist employees with benefit review conferences, contested case hearings, preparation of appeals and other matters in the workers' compensation system. Ombudsmen have a workers' compensation adjuster's license and complete a comprehensive training program unique to their roles and functions.

In addition to ensuring the training and qualifications of ombudsmen, OIEC also ensures that an Ombudsman will conduct a private meeting with an unrepresented injured employee of at least 15 minutes duration before any informal or formal hearings.

## Media Contact

Media Inquiries should be submitted to the Deputy Public Counsel, Brian White, at 512-804-4186.

## Customer Relations Representative

If you have any comments or suggestions about the services and standards identified in OIEC's Compact with Texans, please contact OIEC's Communication Specialist, Joann Anderson, at 512-804-4189.

